



**TERMS OF REFERENCE (TOR)**

**FOR**

**Provision of Money Transfer Services for Amref Health Africa in South  
Sudan**

**February 2024**

## **1.0 BACKGROUND INFORMATION**

Amref Health Africa in South Sudan (Amref SS) was established in 1972 and works with the government of the Republic of South Sudan through relevant ministries, States and county departments, communities and other implementing partners to strengthen health systems, including community health systems and increasing sustainable health access in South Sudan. Amref SS is considering contracting the services of money transfer agents with proven and practical use of BIOMETRIC SYSTEMS to facilitate financial transactions and payments for its operations in various parts of the country. This is necessitated by increasing demand for accountability and transparency by Amref, donors, partner organisations, service recipients and beneficiaries hence demand for a biometric system.

Currently, Amref has valid contracts with money transfer agents to deliver cash to various implementation sites in South Sudan, that is Juba, Wau, Yambio, Ibba, Torit, Maridi, Yei, Aweil, Kapoeta, Pibor, Bor South, Uror, Nyiror, Ayod, Pochala and Fangak among others.

## **2.0 Objective**

The objective of this procurement is to select a qualified vendor to provide reliable, secure, and cost-effective money transfer services that meet the organization's operational needs in South Sudan

## **3.0 Scope of work**

The specific tasks to the agent will include and notwithstanding;

- i) Receive, acknowledge and implement clear cash delivery & payment instructions from Amref;
- ii) Biometric identification of cash recipients before payments
- iii) Transfer / delivery of funds to beneficiaries, suppliers, and partners within South Sudan as instructed by Amref. Provide an accountability report to Amref when such cash deliveries have been done;
- iv) Notify Amref in good reasonable time when the agent is not able to meet or deliver cash or is otherwise unable to implement Amref's instructions;
- v) Ensure adequate liquidity at all times sufficient to meet Amref's cash demand;
- vi) Take responsibility of all security and cash safety measures up to the cash delivery point;
- vii) Comply with the Service level agreement (turnaround times) as will be agreed by the 2 parties;
- viii) Ensure compliance with all local and any international regulations required of Money transfer Agents in the Republic of South Sudan;
- ix) Invoice Amref for a refund of cash delivered or payments made on behalf of Amref together with any commission as may be agreed by the 2 parties from time to time.

#### **4.0 Approach**

It is expected that the money transfer agent will maintain frequent and constant communication with Amref South Sudan in the discharge of its duties. It will be the agent's discretion to decide the most suitable, efficient and convenient means of transferring or transporting the cash to Amref's implementation sites, provided the elected means do not cause any undue delay to Amref's operations. Turnaround times will be clearly indicated in the Service level agreement to be signed by both parties.

#### **6.0 Expected Profiles of the Agent**

The agent should have the following qualifications and experience:

- i) Must be licensed/legally registered to offer money transfer services within the Republic of South Sudan. Please provide proof (Valid copies of certificates of incorporation, tax compliance trade licenses, etc.)
- ii) At least five years' relevant experience as a Money/Cash transfer Agent in the Republic of South Sudan;
- iii) Must have qualified personnel within the Republic of South Sudan with the relevant training in the field of Finance, banking or other related field. Please provide staff profile
- iv) Clearly articulate how their Biometric system works, including controls deployed therein.

#### **7.0 Role of Amref Health Africa in South Sudan**

- i) Issuance of clear cash delivery instructions and/or payment requests to the agent, duly signed by Amref's authorized representatives;
- ii) Provide in writing a list of its authorized signatories mandated to issue instructions to the Agent as well as the email address from which instructions will be issued and received.
- iii) Make reimbursements together with the agreed commission to the Agent within the agreed credit period upon successful payment to the intended beneficiaries.
- iv) Provide the agent with the necessary documents that may be required from time to time to obtain the regulatory, security and safety approvals from the government and related entities.
- v) Amref reserves the right to cancel, amend and/or re-advertise at any stage of the process

## 8.0 Submission of proposals

The proposals should be emailed to [tender.ss@amref.org](mailto:tender.ss@amref.org) by 03 March 2024. At a minimum, the proposals shall include the following:

- i) Brief profile of the agent
- ii) Profile of key personnel working for the agent indicating their key qualifications and their period of service with the agent (please do not provide any CVs at this stage)
- iii) List of current and immediate former clients (not older than 2 years) (together with their email and telephone contacts) served by the Agent within the Republic of South Sudan.
- iv) Evidence that the agent is legally registered and duly licensed to operate as a money transfer agent in the Republic of South Sudan. Copy of the registration certificate and licenses must be provided as annexes to the proposal
- v) The financial proposal which shall include the proposed commission to be charged and the credit period the agent is willing and able to extend to Amref.

## 9.0 Timelines

<b>Timelines</b>	<b>Activity</b>	<b>Responsible</b>
23 February 2024	Invitation for Bids	Amref
03 March 2024	Deadline for submission of bid documents	Bidder
07 March 2024	Evaluation of Bids and selection of progressing bidder(s)	Amref
11 March 2024	Presentation/Demonstration of the Biometric system	Selected Bidder(s)
11 – 14 March 2024	Selection of successful Bidder, Notifications of outcomes to bidders and contracting	Amref
19 – 22 March 2024	Setting up and running first payment run	Selected service provider(s) & Amref
25 March 2024	First Payment on Biometric System done	Selected service provider(s) & Amref